

Withdrawal of Qualification – Learner Policy & Procedures

Introduction

This document outlines how we inform related awarding organisation if we no longer offer one of their qualifications and details also how PrATiQ™ will manage the withdrawal in order to protect the interests of any learners, currently registered on the qualification(s) – these arrangements will also apply should PrATiQ™ remove the centre’s approval to offer a qualification.

The arrangements outlined in this document is to protect the interests of learners will also apply should PrATiQ™ remove a qualification from its provision list.

Centre’s responsibility

We will make every effort to ensure that learners are not registered onto Qualifications that are due to be withdrawn before the date that learners could reasonably be expected to complete the Qualification.

Where the learner unlikely to complete prior to the Qualification end date, PrATiQ™ will take all reasonable steps to identify an alternative Qualification, or in the case of withdrawal by a Centre, alternative tutors, assessors and verifiers, or an alternative centre to make the necessary transfers and other arrangements in order to enable the learners to achieve the Qualification wherever possible.

Withdrawal notice and process

When PrATiQ™ withdraws a qualification from its provision list; it must:

- ensure learners and potential learners are informed on time.
- ensure the interests of learners already entered for the qualification have been provided with support to find alternative options for them to complete the qualification
- not make any misrepresentations in any marketing material regarding qualifications that have been withdrawn

- notify relevant awarding organisation of any learners who may be affected by the withdrawal
- comply with any written instructions by the awarding organisation in regard to the withdrawal of its qualifications.

PrATiQ™ will endeavour to support learners to find alternative venues to complete the qualification.

Procedure to be followed

To ensure that learners can complete Qualifications and / or Units, PrATiQ™ must:

- not advertise Qualifications or Units that are due to be withdrawn before the date that learners could reasonably be expected to complete
- check the Operational and Certification End dates of all Qualifications and Units prior to planning courses and attempting to register learners
- register learners in accordance with PrATiQ™ requirements and timescales, to ensure that all learners register onto Qualifications that will remain available throughout the course
- assess all work in sufficient time to allow the required Internal Verification and standardisation activities prior to the operational end date
- co-operate with the awarding organisation in making arrangements for External Verifier and / or Quality Reviewer visits, so that visits can be arranged in sufficient time to ensure that completion is not unduly delayed for any learner

Further steps to take:

- Work with the awarding organisation and/or any learners affected by the withdrawal in order to transfer them – where possible and feasible – to another Centre to enable them to carry on with the qualification(s) they are registered on.
- If no alternative Centres are available/suitable for any learners affected by the withdrawal, and/or the learners do not wish to carry on with the qualification(s), they will seek to ensure the learners are certificated for any units they have completed to date in accordance with the requirements of the associated qualification specification(s).
- Update the Centre's records, upon activation of the withdrawal, to reflect the fact the Centre is no longer approved to offer the qualification(s)

- At all times the Service Delivery Manager will ensure that all parties affected by the withdrawal are kept informed in accordingly.

What if learners are unhappy with the situation?

If any learners are unhappy with the situation or with how PrATiQ™ may have dealt with the withdrawal they should contact learner support team directly.

If you are still unhappy with the outcome you can take the matter further through our complaints procedure which is outlined in our Complaints Policy.

If you would like to feedback any views, please contact us.